



State of Illinois
Illinois Commerce Commission
Customer Credits for Telecommunications Carriers
Code Part 732.30
Quarterly Filing

Frontier North Inc.
for quarter ending September 30, 2011

Out of Service More Than 24 Hours	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$120.00	\$180.00	\$2,240.00	\$2,540.00
B. Number of credits issued for repairs - 24 - 48 hours	238	184	157	579
C. Number of credits issued for repairs - 48 - 72 hours	36	34	22	92
D. Number of credits issued for repairs - 72 - 96 hours	15	5	8	28
E. Number of credits issued for repairs - 96 - 120 hours	3	6	3	12
F. Number of credits issued for repairs > 120 hours	4	2	14	20
G. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	296	231	204	731
H. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Failure to Install Basic Local Exchange Service	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$1,520.00	\$2,080.00	\$1,240.00	\$4,840.00
B. Number of installations after 5 business days	122	155	81	358
C. Number of installations after 10 business days	0	0	0	0
D. Number of installations after 11 business days	22	24	11	57
E. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	282	286	236	804
F. Number of customers receiving alternate phone service rather than receiving a credit	0	0	0	0

Missed Appointments	July	September	September	Totals
A. Total dollar amount of all customer credits paid	\$16,150.00	\$11,850.00	\$8,250.00	\$36,250.00
B. Number of customers receiving credits	323	237	165	725
C. Number of exemptions claimed for each of the categories identified in Section 732.30(e)	240	205	116	561

Comments

Frontier North